

Report on Consumer Outreach Program(COP)
Organize by Telecom Regulatory Authority of
India(TRAI)

Date: 07/11/25

Venue: Apex Professional University (Shruti Hall)

Organized by
Telecom Regulatory Authority of India (TRAI)



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The main aim of this event was to create mobile awareness and grievance redressal among students, faculty members, and other staff, while highlighting the importance and impact of cyber security in today's society. The programme sought to educate participants about safe online practices, the risks of fraud related to mobile phones and the need for digital responsibility in an increasingly connected world.

The program commenced at 10 AM with the gathering of staff, students and the dignitaries ensuring that all attendees were ready for the session. The event officially began with a Welcome Address by Mr. Debjit Saha senior research officer, TRAI by warmly greeting all the dignitaries, the resource person, and participants.



Dr. Mousumi Chaudhari, Pro Vice-Chancellor (Academics) welcoming the dignitaries

Following this, the Vice-Chancellor, Prof. N. A. Khan, delivered an inspiring inaugural address that set the tone for the day's proceedings. He shared insightful remarks on the role and significance of the Telecom Regulatory Authority of India (TRAI) and its impact on society. Prof. Khan encouraged the students to understand and uphold the objectives of TRAI, emphasizing the importance of being informed, responsible, and ethical users of communication services.

Following this Registrar Mr. Vijay Kumar Tillak delivered a though provoking address emphasizing the mobile phone user awareness and safety in the digital space. He said that this initiative of consumer outreach program by TRAI will help in consumer protection and promoting digital literacy

Following this Prof.(Dr) Mousumi Chaudhari, Pro Vice-Chancellor (Academics) and Organiser of the event, delivered an insightful welcome address highlighting the importance of such outreach programmes in enhancing consumer awareness and digital literacy. She emphasized the need for students to stay informed about consumer rights, cyber safety, and the responsible use of technology in today's digital era.

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The programme was systematically divided into three informative sessions, each led by distinguished Resource person who shared their expertise on different aspects of consumer awareness. Every session focused on educating participants about the role, importance, and impact of the Consumer Outreach Programme in building a more informed and responsible society. The speakers emphasized how such initiatives empower citizens to exercise their consumer rights, stay alert against frauds, and contribute towards a transparent and ethical marketplace..

1st session was taken by Shri. Debjit Saha, Senior Research Officer, TRAI. He highlighted the importance of the Consumer Grievance Redressal System in protecting the rights of consumers encouraging the students and all the audience to make use of Consumer Helplines and Online Portals like the National Consumer Helpline (NCH) for grievance redressal.



Speech by Resource Person on the importance of conducting Consumer Outreach Program(COP)

In the second session, Shri. Raju Manpang, Manager of RBI spoke about **cyber frauds and the importance of cyber security awareness**. He explained how **online scams and digital frauds** are increasing and how people should stay alert while using the internet through his presentation he also encouraged participants to **report any cybercrime** immediately through the **National Cyber Crime Reporting Portal**.

In the third session, **Mr. Harsh Mittal**, a member of **Sanchar Sathi**, delivered an informative talk about the **Sanchar Sathi initiative**. He also highlighted how the portal helps users to **check the number of mobile connections** issued in their name and **report misuse** if any. The session aimed to **promote digital safety and awareness** among mobile users through the effective use of the **Sanchar Sathi portal**.



Dignitaries and faculty members during the program

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Overall the Consumer Outreach Programme organized by TRAI was highly informative and impactful. Through the three sessions, participants gained valuable insights into consumer grievance redressal mechanisms, cyber fraud awareness, and the use of the Sanchar Sathi portal for digital safety. The program successfully encouraged consumers to be aware, vigilant, and responsible in both offline and online spaces, promoting a safer and more transparent communication environment.



Passionate listeners

The programme concluded with a **Vote of Thanks** delivered by **Ms. Bijaya Saha**, Assistant Professor of Apex Professional University at 1:30 PM.

She extended heartfelt gratitude to the esteemed resource persons, the Hon'ble Vice-Chancellor and the Pro Vice Chancellor, organizing faculty members, and all participants for their valuable contribution to the success of the event. She also acknowledged the **continuous support and inspiring leadership** of the university administration in fostering a culture of **academic excellence and ethical values**.

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Total participants : 150

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